



# IDP and BUDGET

2018/19 - 2020/21



## Annexure H



### SERVICE LEVEL STANDARDS



12 April 2017

# EKURHULENI SERVICE STANDARDS

## REVISED 2017



CUSTOMER RELATIONS MANAGEMENT DEPARTMENT  
EKURHULENI METROPOLITAN MUNICIPALITY

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## **BACKGROUND**

The City of Ekurhuleni exists in order to provide services at a fair and acceptable cost, to each one of our customers. Given this reason for our existence, a number of critical success factors have been identified for our business. Critical success factors are those components of a strategy where the organization must excel in order to outperform its competition<sup>1</sup>.

It is necessary that we indicate the level of service that our customers can expect from us. This level of service shall be applied consistently throughout every street, suburb and town within the City and has a purpose beyond merely creating a ruler according to which our performance can be measured.

The White Paper on the Transformation of Public Service Delivery (1997) sets out eight transformation principles, which aims to transform public service delivery. This document, referred to as the Batho Pele (people first) paper, favours the customer and places the obligation on the service provider to deliver on the basic customer requirements.

The Batho Pele principles remain central to this document, promoting service excellence in the public sector and encouraging the public to expect excellent service from us, the implementation arm of Government. Briefly these principles are indicated as *consultation, service standards, access, courtesy, information, openness and transparency, redress and value for money*.

Our services pledge should, in accordance with the second Batho Pele principle, indicate a standard which we want to surpass regularly, doing better than even we envisage.

If we are found lacking in any of the items listed in this document, our remedial reactions should be directed in response to those service areas that require attention. More positively stated, the results will drive the service areas in which we are not excelling.

Our approach will be based on the principle that organizations achieve competitive<sup>1</sup> advantage by providing their customers with what they want, or need, better or more effectively than competitors<sup>1</sup> and in ways which their competitors<sup>1</sup> find difficult to imitate.

To ensure that this advantage is achieved, we are concentrating on the following:

- what does our customer value, and
- how do we provide this valued service to our customer, inclusive of the activities that support us in providing this service in a sustainable manner?

<sup>1</sup> References to “competition” are made in the context of benchmarking the performance of the City of Ekurhuleni against the performance of other municipal service providers.

# Services offered within a CCA



Finance



Information communications technology



Legal & administrative services



Human resources management & development



Health



Infrastructure services



Housing



Communication and brand management



Sports, recreation, arts & culture



Community Safety



Environmental development



City planning and development



Economic development



Integrated development



Customer care & service delivery services



Fleet management



Facilities management



Urban management



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## CONTACT DETAILS

# WHAT TO DO WHEN CONTACTING THE CALL CENTRE

## 086 054 3000

When you call our call centre:

- State your name in full (spell it out if possible)
- State your contact number/s
- State your address and nearest cross road (spell it out if possible)
- State the suburb and town of the incident
- State and mention nearest landmark
- State the main reason for your call
- Do not hang up, wait for the operator to finish
- Ask for the reference number and keep it safe
- Always give as much information as possible to the operator
- Get the name of the call centre operator

For assistance in an emergency please call the following numbers:

Life Threatening Emergency Line: **011 458 0911**

Toll Free Line: **10177** Cell Phone: **112**

[www.ekurhuleni.gov.za](http://www.ekurhuleni.gov.za)  @EMMInfo  @EMM\_Call\_Centre  [www.facebook.com/CityOfEkurhuleni](https://www.facebook.com/CityOfEkurhuleni)

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# BATHO PELE

## What Batho Pele means to staff

**Service delivery to the people is central to realising government's commitment to a better life for all. Batho Pele (People First) promotes service excellence in the public sector and encourages the public to expect excellent service from government.**

The Ekurhuleni Metropolitan Municipality embraces the Batho Pele principles in its mission, and this is what the public can expect from the Metro, which means you, the staff:

<b>1. CONSULTATION</b>  The public can tell us what they want from us. They must also be consulted about the level and quality of services that they receive, whenever possible, and be given a choice on services that are offered.	<b>5. INFORMATION</b>  The public should be given full, accurate information about services they are entitled to receive.
<b>2. SERVICE STANDARDS</b>  The public should be informed of what level and quality of public service they can expect, and have a right to insist that we keep our promise.	<b>6. OPENNESS AND TRANSPARENCY</b>  The public should be told how national, provincial and local government departments are run, how much they cost and who is in charge.
<b>3. ACCESS</b>  All citizens should have equal access to services that they are entitled to. Departments must set targets for extending access to public servants and services and should implement special programmes for improved service delivery to physically, socially and culturally disadvantaged persons.	<b>7. REDRESS</b>  If the promised standard of service is not delivered the public should be offered an apology, a full explanation and a speedy and effective remedy. When complaints are received you must give a sympathetic, positive response.
<b>4. COURTESY</b>  Don't give insensitive treatment, all should be treated with courtesy and consideration.	<b>8. VALUE FOR MONEY</b>  Public services should be provided economically and efficiently in order to give the public the best possible value for money.

## **CUSTOMER CARE**

The City of Ekurhuleni is committed to delivering quality services with the resources available. When you seek services, you will know what level of service to expect through specific service standards published by each department of the municipality. Our Customer Service Charter will be displayed in all our Customer Care Centres.

## **OUR SERVICE STANDARDS**

**In our Services Call Centre and in all our Customer Care Centres, you will always be treated with courtesy and can expect the following standards of customer service:**

- Appropriate signage displayed to ensure easy access to our facilities;
- You will be received by informed and responsive staff;
- We will identify who is serving you and who is in charge;
- We will inform you of the services available;
- We will endeavor to answer 90% our telephones within five (5) rings;
- We will endeavor to acknowledge 90% of your e-mails received within 24 hours;
- We will attend to all complaints by keeping proper records and ensuring that you receive feedback on all concerns raised with us; and
- We will apologize where we have made mistakes.

**We have set the following minimum standards for the level and quality of service we provide:**

- Immediate response to health hazard and infectious disease outbreaks.
- Provision of clean water at all times.
- Proper functioning of sewerage lines.

## **YOUR RIGHTS**

**You have the right to the following:**

- The right to be treated with courtesy and respect at all times
- The right to a prompt and efficient service when dealing with us
- You are entitled to accurate information regarding all aspects of the services we provide
- The right to demand and expect an unconditional apology from us for lapses in our service
- The right to a clean and safe environment
- The right to be consulted on service delivery matters
- The right to be attended to in a language that you understand

## **YOUR OBLIGATIONS**

**Our customers need to undertake to:**

- Pay for the services received in full by the due date, as displayed on your bill
- Use services wisely to help conserve our precious resources
- Report service breakdowns immediately when they occur giving accurate information
- Utilize municipal facilities and services effectively

## SERVICE STANDARDS

### 1 CITY PLANNING

The department exists to ensure coordinated and harmonious development of the Ekurhuleni Municipal Area in such a manner that it will most effectively promote the health, safety, good order, amenity, convenience and general welfare of the area and its people as well as ensure a sustainable and effective human settlement area.

<b>CP1</b>	<b>Township Establishment</b>	
<b>CP1.1</b>	Acknowledgement of receipt	24 hours
<b>CP2</b>	<b>Rezoning</b>	
<b>CP2.1</b>	Issue zoning certificate	24 hours
<b>CP3</b>	<b>Removal of Restrictions</b>	
<b>CP3.1</b>	Acknowledgement of receipt	24 hours
<b>CP4</b>	<b>Consent use Initiation Process (Forms)</b>	
<b>CP4.1</b>	Acknowledgement of receipt	24 hours
<b>CP4.2</b>	Issuing of form for Certificate of Occupancy	1 hour
<b>CP4.3</b>	Issuing of form for commencement of building prior to council approval (section 76)	1 hour
<b>CP4.4</b>	Issuing of form to erect a temporary structure	1 hour
<b>CP4.5</b>	Issuing of form to lease EMM property	1 hour
<b>CP4.6</b>	Apply for a building demolition	1 hour
<b>CP4.7</b>	Appointment of an engineer	1 hour
<b>CP4.8</b>	Building completion certificate	1 hour
<b>CP4.9</b>	Request form for plumbing certificate	1 hour
<b>CP4.10</b>	Request form for building plans forms	1 hour
<b>CP5</b>	<b>Consent use Application</b>	
<b>CP5.1</b>	Issue for Certificate of Occupancy	48 hours
<b>CP5.2</b>	Issue for commencement of building prior to council approval (section 76)	48 hours
<b>CP5.3</b>	Issue to erect a temporary structure	48 hours
<b>CP5.4</b>	Issue to lease EMM property	48 hours
<b>CP5.5</b>	Apply for a building demolition	48 hours
<b>CP5.6</b>	Appointment of an engineer	48 hours
<b>CP5.7</b>	Building completion certificate	48 hours
<b>CP5.8</b>	Issue plumbing certificate	48 hours
<b>CP5.9</b>	Submit building plans forms	48 hours

### 2 COMMUNICATIONS AND BRAND MANAGEMENT

The Department exists to communicate effectively with both internal and external stakeholders. The intended outcome of communication efforts is to make a difference in the quality of life of individuals and communities. The department is also responsible for the branding of the City and all its operations.

<b>CB1</b>	<b>Through Print Publications:</b>	
<b>CB1.1</b>	Publish and distribute an external newsletter	30 days
<b>CB1.2</b>	Publish and distribute an annual report	31 May yearly
<b>CB1.3</b>	Publish and distribute a midterm report	Every 913 days
<b>CB1.4</b>	Publish and distribute a full term report	Every 1825 days
<b>CB1.5</b>	Publish and distribute the State of the City Address	365 days
<b>CB1.6</b>	Publish and distribute the Budget Speech	365 days
<b>CB1.7</b>	Publish and distribute a poster for a project for departments	10 days

<b>CB1.8</b>	Produce invitation, programme and name tag for an event	10 days
<b>CB1.9</b>	Produce a single page pamphlet for a department	10 days
<b>CB1.10</b>	Produce an information booklet for department	60 days
<b>CB1.11</b>	Produce an information brochure for a department	15 days
<b>CB2</b>	<b>Through Events and Stakeholder Engagement Sessions:</b>	
<b>CB2.1</b>	Organize high quality events in line with the approved events policy and checklist as stipulated in the policy	Per events calendar

### 3 CUSTOMER RELATIONS MANAGEMENT

The department exists to serve the interests of the customer. The department is therefore a direct link between the customer and the City of Ekurhuleni

<b>CRM1</b>	<b>Customer complaints, enquiries and requests</b>	
<b>CRM1.1</b>	<b>Customer Complaints</b>	
<b>CRM 1.1.1</b>	Time to respond to a walk-in customer complaint	1 hour
<b>CRM 1.1.2</b>	Time to respond to a Call-Centre customer complaint	1 mins
<b>CRM 1.1.3</b>	Time to respond to an Email or SMS customer complaint	1 hour
<b>CRM1.2</b>	<b>Customer Enquiry</b>	
<b>CRM 1.2.1</b>	Request proof of residence	1 hour
<b>CRM 1.2.2</b>	Register for self-service channels	1 hour
<b>CRM 1.2.3</b>	Request public liability claim forms	1 hour
<b>CRM 1.2.4</b>	Request Service Delivery Standard measuring booklet	1 hour
<b>CRM 2</b>	<b>Forms</b>	
<b>CRM 2.1</b>	<b>Environment Resources Management</b>	
<b>CRM 2.1.1</b>	Issue form for registration of fuel burning appliances	1 hour
<b>CRM 3.1</b>	<b>Health and Social Development Services</b>	
<b>CRM 3.1.1</b>	Issue form for Application of certificate of acceptability (COA) permit	1 hour
<b>CRM 3.1.2</b>	Issue form for Exhumation of bodies	1 hours
<b>CRM 3.1.3</b>	Issuing forms for Health Certificates/Permits	1 hour
<b>CRM 4.1</b>	<b>Water &amp; Sanitation</b>	
<b>CRM 4.1.1</b>	Issue form for application of water meter test	1 hour
<b>CRM 5.1</b>	<b>Economic Development</b>	
<b>CRM 5.1.1</b>	Issue form to Register on business database	1 hour
<b>CRM 5.1.2</b>	Issue form for Trading Licence	1 hour

### 4 DISASTER AND EMERGENCY MANAGEMENT SERVICES

The Disaster and Emergency Management Services Department functions under the core legislative prescripts of the Fire Brigade Services Act and the Disaster Management Act; and for purposes of life-threatening emergency response, is directed by the South African National Standard on Community Protection against Fire (SANS 10090), as well as by norms and standards for the rendering of ambulance services as recommended by the Department of Health.

<b>DEMS1</b>	<b>Emergency Call</b>	
<b>DEMS1.1</b>	Answering	<b>15 sec</b>
<b>DEMS1.2</b>	Handling	60 sec
<b>DEMS1.3</b>	Dispatching	60 sec
<b>DEMS2</b>	<b>Emergency Medical</b>	
<b>DEMS2.1</b>	Attendance Time at Medical Emergencies Dispatched as a Priority 1 from time of call	15 min
<b>DEMS3</b>	<b>Fire</b>	
<b>DEMS3.1</b>	Attendance Time at Structural Fires from time of call	14 min

<b>DEMS3.2</b>	<b>Incidents Reports or Account Queries</b>	
<b>DEMS3.3</b>	Incident Reports	14 days
<b>DEMS3.4</b>	Service Account Enquiries	7 days

#### **NB: Emergency Services Reaction Times**

All categories of emergency service requests are assigned response priorities in terms of the level of threat to loss of life.

#### **4.1 Customer Responsibility**

Our customers need to undertake to:

##### **What to Do When Reporting a Life-Threatening Emergency**

As difficult as the emergency situation may be, take a **breath**, focus and try to remain calm

###### **1. Assess the urgency of the situation.**

Before you report an emergency, make sure the situation is genuinely urgent. Call for emergency services if you believe that a situation is life-threatening or otherwise extremely disruptive.

Some genuine emergencies you should report:

- A crime, especially one that is currently in progress.
- A fire.
- A life-threatening medical emergency that requires immediate attention.
- A car crash.

###### **2. Call the Ekurhuleni Emergency Services Call Centre on 011 458 0911 or 10177**

###### **3. Provide the Location of the Emergency**

The first thing the emergency call taker will ask is “*Where is the incident?*”

Give the exact street address, if possible; if you're not sure of the exact address, give approximate information including any landmarks near the location so that the emergency services can get there as quickly as possible.

###### **4. Give the emergency call taker your phone number.**

Knowing your phone number is important for us, just in case the call is dropped and we need to call you back or contact you to give you pre-arrival emergency instructions.

###### **5. Tell us what is happening?**

Speak in a calm, clear voice and describe the emergency. Give the most important details first, then answer the emergency call taker's follow-up questions as best you can.

If you're reporting a fire, tell us what is on fire and if there are people trapped or missing.

- If you're reporting a medical emergency, explain how the incident occurred and what symptoms the person currently displays.
- If you are reporting a motor vehicle collision; tell us if the vehicle is on fire, or if people are trapped, injured or thrown out of the vehicle; or if there are any fuels or chemicals leaking around the vehicle.
- If you're reporting a crime, give a physical description of the person committing the crime.

## **6. Follow the emergency call taker's instructions.**

After the emergency call taker has gathered all the necessary information, you may receive instructions on procedures to follow. Pay careful attention, and do not hang up the phone until you are instructed to do so. Then follow the instructions you were given.

***It must be mentioned that it is an offence to summon the emergency services when there is no reason to do so and persons who do so upon conviction are liable to fine of up to R10 000 or imprisonment for a period of up to 12 months.***

## **5 ECONOMIC DEVELOPMENT**

The Department exists to facilitate a conducive environment where all can participate in a wealth generating local economy by focusing on economic growth, empowerment and transformation.

<b>ED1</b>	<b>General</b>	
<b>ED1.1</b>	Register on business database	1 hour
<b>ED1.2</b>	Request trading license	1 hour
<b>ED2</b>	<b>General</b>	
<b>ED2.1</b>	Approval of registering on business database	24 hours
<b>ED2.2</b>	Approval of trading license	48 hours

## **6 EKURHULENI METROPOLITAN POLICE DEPARTMENT**

The department exists to provide law and order within the City of Ekurhuleni.

<b>EMPD1</b>	<b>EMPD Services</b>	
<b>EMPD1.1</b>	Approval of March Application (Sect. 205)	7 days
<b>EMPD1.2</b>	Request EMPD escort	48 hours
<b>EMPD1.3</b>	Respond to Noise / Public Nuisance	120 hours
<b>EMPD1.4</b>	Respond to Illegal trading	48 hours
<b>EMPD1.5</b>	Respond to Illegal Taxi Rank	120 hours
<b>EMPD1.6</b>	Respond to Illegal mining	120 hours
<b>EMPD1.7</b>	Respond to Illegal dumping / littering	48 hours
<b>EMPD1.8</b>	Respond to Illegal carwash	120 hours
<b>EMPD1.9</b>	Respond to Animal related	120 hours

## **7 ENERGY**

The department exists to provide and maintain electricity distribution services within the City of Ekurhuleni, excluding the few Eskom Supply Areas.

<b>E1</b>	<b>Service Activities for Credit and Prepayment Metering</b>	
<b>E1.1</b>	Change to electricity prepaid meter	1344 hours
<b>E1.2</b>	Error 30 meter communication error	96 hours
<b>E1.3</b>	Faulty electricity meter	120 hours
<b>E1.4</b>	Faulty meter box	96 hours
<b>E2</b>	<b>Restoration of Supply after Unplanned Power Interruptions</b>	
<b>E2.1</b>	Power failure: single customer	24 hours
<b>E2.2</b>	Power failure: business customer	24 hours
<b>E2.3</b>	Power failure: multiple customers	24 hours
<b>E3</b>	<b>Notice of Planned Power Interruptions to be given</b>	

<b>E3.1</b>	Notice of planned power interruptions	48 hours
<b>E4 Time Taken to Repair Reported High Masts and Streetlights</b>		
<b>E4.1</b>	High mast light failure	24 hours
<b>E4.2</b>	Single streetlight failure	24 hours
<b>E4.3</b>	Streetlights section failure	24 hours
<b>E4.4</b>	Streetlights On during the day	24 hours
<b>E4.5</b>	High mast light ON during the day	24 hours

## 7.1 Customer Responsibility

Our customers need to undertake to:

- Report tampering and not interfere with electricity networks;
- Maintain the electricity installation on your side of the electricity meter as per the Electrical Installation Regulations regulated by the Occupational Health and Safety Act, Act 85 of 1993;
- Report all unlocked electricity substations and boxes to the numbers indicated;
- Ensure the electricity meter on your property is easily accessible, and
- Use electricity (and energy) wisely to help conserve this precious resource.

## 8 ENVIRONMENTAL RESOURCES MANAGEMENT

The department exists to manage all environmental resources within the City of Ekurhuleni.

<b>LEGISLATIVE COMPLIANCE</b>		
<b>ER 1</b>	<b>Processing of Development Applications</b>	
<b>ER 1.1</b>	Environmental Impact Assessments (BA & EIA)	30 days
<b>ER 1.2</b>	Environmental Management Plans (EMP)	60 days
<b>ER 1.3</b>	Response to Environmental Complaints	24 hours
<b>AIR QUALITY MANAGEMENT</b>		
<b>ER 2</b>	<b>Air Quality Management</b>	
<b>ER 2.1</b>	Response to Ambient Air quality complaint	24 hours
<b>ER 2.2</b>	Issuing of atmospheric emission license if all details are completed	60 days
<b>ER 2.3</b>	Inspection for registration of fuel burning appliances	120 hours
<b>PARKS AND CEMETERIES</b>		
<b>ER 3</b>	<b>Grass Cutting</b>	
<b>ER 3.1</b>	Grass Cutting Parks	168 hours
<b>ER 3.2</b>	Grass Cutting Open spaces	30 days
<b>ER 3.3</b>	Grass Cutting Active Cemeteries	168 hours
<b>ER 3.4</b>	Grass Cutting Inactive Cemeteries	30 days
<b>ER 4</b>	<b>Urban Landscaping</b>	
<b>ER 4.1</b>	Maintenance	120 hours
<b>ER 4.2</b>	Remove tree stumps	120 hours
<b>ER 5</b>	<b>Cemeteries</b>	
<b>ER 5.1</b>	General requests	24 hours
<b>ER 5.2</b>	Burial request: Muslims and Jews	Burial within 24 hours
<b>ER 5.3</b>	Weekend burials	Cut-off on Thursday @ 13:00
<b>ER 5.4</b>	Exhumation of bodies	336 hours
<b>ER 5.5</b>	Cremations	Within 48 hours
<b>ER 5.6</b>	Location of graves	Within 336 hours
<b>ER 6</b>	<b>Dumping</b>	
<b>ER 6.1</b>	Clean dumping in a park	120 hours
<b>ER 6.2</b>	Clean dumping in a conservation	120 hours

## 9 FINANCE

The department exists to manage and control all municipal finances within the City of Ekurhuleni.

<b>F1 Clearance Certificates</b>		
<b>F1.1</b>	Issue clearance figures	216 hours
<b>F1.2</b>	Issue clearance certificates	216 hours
<b>F1.3</b>	Issue of valuation certificates	48 hours
<b>F2 Credit Control Functions</b>		
<b>F2.1</b>	Reconnections following payment	3 hours
<b>F2.1.1</b>	Level 1	3 hours
<b>F2.1.2</b>	Level 2	24 hours
<b>F2.1.3</b>	Level 3	48hours
<b>F3 Meter Office Functions (Water &amp; Electricity meters)</b>		
<b>F3.1</b>	Meter accuracy queries on water meters	120 hours
<b>F3.2</b>	Meter accuracy queries on electricity meters	120 hours
<b>F3.3</b>	Disconnects for tampering	48 hours
<b>F4 Creditor Payments</b>		
<b>F4.1</b>	Time taken to register a new supplier	48 hours
<b>F4.2</b>	Time taken to produce an official order	48 hours
<b>F4.3</b>	Time taken to pay a supplier	360 hours
<b>F4.4</b>	Preparation of creditor statement on request	48 hours
<b>F4.5</b>	Contract certificate payments: 1 <sup>st</sup> audit	48 hours
<b>F4.6</b>	Capturing and payment	24 hours
<b>F5 Bids</b>		
<b>F5.1</b>	Time taken to issue appointment letters to successful bidders after a resolution has been taken by the Bid Adjudication Committee*	48 hours
<b>F5.2</b>	Time taken to award a bid after the closing date of the bid*	1080 working days
<b>F5.3</b>	Time taken to respond to enquiries/complaints by suppliers and service providers	24 hours
<b>F6 Water and Meter (Inter-dependency)</b>		
<b>F6.1</b>	Consumption High *refer to water and electricity by-laws*	2160 hours
<b>F6.2</b>	Consumption Low/Stuck *refer to water and electricity by-laws*	2160 hours
<b>F6.3</b>	Request meter reading	72 hours
*Clock to stop counting Friday at 16h30 and start counting Monday 08h00. No count during Public holidays.*		

## 10 HEALTH AND SOCIAL DEVELOPMENT SERVICES

The department exists to provide Primary Health Care and Social Development Services within the City of Ekurhuleni.

<b>HSD1 Provision of Primary Health Care Services (PHC) as per the defined facility types</b>		
	<b>Facility Type</b>	<b>Service Hours</b>
<b>HSD 1.1</b>	Community Health Centre (CHC)	24-hours 7 days a week.
<b>HSD1.2</b>	Community Day Centre (CDC)	12-hours 5 days a week.
<b>HSD 1.3</b>	Clinic	8-hours 5 days a week;

		Monday to Friday;  Extended service hours on Saturdays from 08:00 to 13:00 (Only selected facilities)
<b>HSD 1.4</b>	Health Post	6-hour 1 to 3 days a week.
<b>HSD 1.5</b>	Mobile Clinic	Mobile points are visited on a rotational basis the frequency depends on the utilisation of the health services.
<b>HSD2</b>	<b>Other Public Health Services available (Gauteng Provincial Services)</b>	
<b>HSD 2.1</b>	<b>District Hospital</b> (Level 1 Hospital) • Bertha Gxowa Hospital (Germiston).	24 hours
<b>HSD 2.2</b>	<b>Secondary Hospitals</b> (Level 2 Hospitals) • Tembisa Hospital; • Far East Rand Hospital; • Pholosong Hospital; • Thelle Mogoerane Hospital; • Tambo Memorial Hospital;	24 hours
<b>HSD2.3</b>	<b>Tertiary Hospitals</b> (Level 3 Hospitals) • Helen Joseph Hospital; • Johannesburg General Hospital • Chris Hani Baragwanath Hospital; • Coronation Hospital; • St John's Eye Hospital.	24 hours
<b>HSD3</b>	<b>Community Development Services</b>	
<b>HSD 3.1</b>	Indigent application approval process <small>*subject to screening protocol being completed and provided that the customer submitted all relevant documentation</small>	30 days*
<b>HSD6</b>	<b>Environmental Health</b>	
<b>HSD6.1</b>	<b>Food Safety</b>	
<b>HSD6.1.1</b>	Inspection of food premises	30 days
<b>HSD6.1.2</b>	Non-food premises inspection	90 days
<b>HSD6.1.3</b>	Application of certificate of acceptability (COA) permit	48 hours
<b>HSD6.1.4</b>	Inspection of premises for issuing of COA a permit	120 hours
<b>HSD6.1.5</b>	Issuing of a permit COA / requirement	360 hours
<b>HSD6.1.6</b>	Sampling at milk parlours and other food premises	30 days
<b>HSD6.2</b>	<b>Disposal of the Dead</b>	
<b>HSD6.2.1</b>	Inspection of funeral undertakers	Once in 60 days
<b>HSD6.2.2</b>	Exhumation of bodies	48 hours
<b>HSD6.3</b>	<b>Surveillance of Premises</b>	
<b>HSD6.3.1</b>	Child care institution inspections	Once in 90 days
<b>HSD6.4</b>	<b>Accommodation Facilities</b>	
<b>HSD6.4.1</b>	Issuing of health certificates/ permit	504 hours
<b>HSD6.5</b>	<b>Handling of Complaints</b>	
<b>HSD6.5.1</b>	Investigations of complaints received	Within 24 hours
<b>HSD6.6</b>	<b>Complaints referral to other departments</b>	

<b>HSD6.6.1</b>	Feedback to complainant	Within 24 hours after investigations
<b>HSD6.7</b>	<b>Elimination of bees at council premises</b>	
<b>HSD6.7.1</b>	Response of Rodent control complaints in public places	Within 24 hours
<b>HSD6.8</b>	<b>Control of communicable diseases</b>	
<b>HSD6.8.1</b>	Notification response	Within 24 hours
<b>HSD6.8.2</b>	Law enforcement	
<b>HSD6.8.3</b>	First notice	Within 7 working days
<b>HSD6.9</b>	Grass cutting on private premises	
<b>HSD6.9.1</b>	Notice to owner	Within 48 hours, 14 days allowed to comply

## 10.1 Customer Responsibility

Our customers should undertake to:

- Live a healthy lifestyle and take responsibility for their own health;
- Care and protect the environment;
- Respect the rights of other clients/patients and health staff;
- Utilise the health system optimally without abuse;
- Know the health services available locally and what they offer;
- Provide health workers with accurate information for diagnosis, treatment, counselling and rehabilitation purposes;
- Comply with the prescribed treatment and rehabilitation procedures;
- Complete the prescribed treatment without defaulting;
- Take care of their health record and bring it with to the health facility on each visit;
- Always keep the health facility updated of their correct address and contact details;
- Discard expired and unused medication safely at Health Facilities (Government issued medication) and Private Pharmacies (Privately issued medication).

## 11 HUMAN SETTLEMENT

This department exists to provide strategic guidance on overall Human Settlement Planning across the City of Ekurhuleni.

<b>HS1 Housing Administration Related Functions</b>		
<b>HS1.1</b>	Attend to varying housing enquires from community members	24 hours
<b>HS1.2</b>	Registration and Approval of Beneficiaries for housing provision	24 hours
<b>HS1.3</b>	Title Deeds Provisioning	24 hours
<b>HS1.4</b>	Attending to damaged houses for Indigent Households	24 hours
<b>HS2 Emergency/Disaster</b>		
<b>HS2.1</b>	Involvement and attending to life threatening situations such as sinkholes, floods, fire, etc.	24 hours

## 12 LEGAL SERVICES

This department exists to provide legal services to the City of Ekurhuleni.

<b>LS1</b>	<b>Incorporation of Council / Mayoral Committee / Corporate Services Portfolio Approved Policies in the Ekurhuleni Metropolitan Municipality's Policy Register</b>
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<b>LS1.1</b>	Publication on Ekurhuleni website, intranet and a global e-mail of Ekurhuleni Notices	24 hours
<b>LS2</b>	<b>Incorporation of Council / Mayoral Committee Approved Delegations in the Ekurhuleni Metropolitan Municipality's System of Delegated Powers</b>	
<b>LS2.1</b>	Publication on intranet and e-mail to all departments	24 hours

## 13 ROADS AND STORM WATER

This department exists to provide and manage road and storm water services within the City of Ekurhuleni.

<b>RS1</b>	<b>Road Infrastructure Related Services</b>	
<b>RS1.1</b>	Time taken to repair a single pothole - in major road <sup>1</sup>	24 hours
<b>RS1.2</b>	Time taken to repair a single pothole - in minor road <sup>1</sup>	24 hours
<b>RS1.3</b>	Time taken to repair a road following an open trench service crossing <sup>1</sup>	24 hours
<b>RS1.4</b>	Reinstatement of roads, pavements and sidewalks	24 hours
<b>RS1.5</b>	Time taken to repair a kerb inlet <sup>1</sup>	24 hours
<b>RS1.6</b>	Time taken to provide a driveway entrance after approval of the application	24 hours
<b>RS1.7</b>	Time taken to repair / replace kerbing <sup>1</sup>	24 hours
<b>RS1.8</b>	Time taken to repair walkways <sup>1</sup>	24 hours
<b>RS1.9</b>	1 Following reporting of a complaint	
<b>RS2</b>	<b>Road Signs, Markings and Traffic Signals</b>	
<b>RS2.1</b>	Time taken to repair /replace a safety related regulatory road sign <sup>1</sup>	48 hours
<b>RS2.2</b>	Time taken to repair / replace other minor road signs <sup>1</sup>	48 hours
<b>RS2.3</b>	Time taken to repair / replace an information / directional sign <sup>1</sup>	48 hours
<b>RS2.4</b>	Time taken to repair / replace a street name board <sup>1</sup>	48 hours
<b>RS2.5</b>	Time taken to repaint road markings <sup>1</sup>	48 hours
<b>RS2.6</b>	Time taken to repair any traffic light fault - in major road (subject to electrical supply availability) <sup>1</sup>	24 hours
<b>RS2.7</b>	Time taken to repair any traffic light fault - in minor road (subject to electrical supply availability) <sup>1</sup>	24 hours
<b>RS2.8</b>	Apply for Speed Bumps	48 hours
<b>RS2.9</b>	Repair / Replace Street Name Board	120 hours
<b>RS2.10</b>	Repair Street Name	48 hours
<b>RS2.11</b>	Replace Safety Related Road Sign	48 hours
<b>RS2.12</b>	Report Faulty Traffic Light in Major Road	4 hours
<b>RS2.13</b>	Report Faulty Traffic Light in Minor Road	24 hours
<b>RS2.14</b>	Road Line / Markings Painting Request	120 hours
	1 Following reporting of a complaint	
<b>RS3</b>	<b>Development Applications</b>	
<b>RS3.1</b>	Approval of building plans: Residential	30 calendar days
<b>RS3.2</b>	Approval of building plans: Industrial/ Commercial	60 calendar days
<b>RS3.3</b>	Approval of outdoor advertising application	4 Months

## 14 REAL ESTATE

This department exists to centrally manage all municipal buildings and facilities within the City of Ekurhuleni.

<b>FACILITIES MANAGEMENT</b>		
<b>RE 1</b>	<b>Facilities Management</b>	
<b>RE 1.1</b>	Cleaning	24 hours
<b>RE 2</b>	<b>Property Management</b>	
<b>RE 2.1</b>	Respond to general complaints	48 hours

## 15 SPORTS, RECREATION, ARTS AND CULTURE

This department exists to provide for and manage Sport, Recreation, Arts, Culture and Library Services for the City of Ekurhuleni.

SPORTS, RECREATION, ARTS AND CULTURE		
SRAC1	Provision of Facilities	Hours Available
SRAC1.1	Libraries	6 days a week (pending Council resolution on library hours)
SRAC1.2	Mobile Libraries (Brakpan, Benoni, Springs and Germiston)	3 days a week
SRAC1.3	Art Centres	7 days a week
SRAC1.4	Theatres	7 days a week
SRAC1.5	Art Galleries	7 days a week
SRAC1.6	Amphitheatres	7 days a week
SRAC1.7	Museums	6 days a week
SRAC1.8	Stadiums	7 days a week
SRAC1.9	Informal Soccer fields	7 days a week
SRAC1.10	Swimming Pools (During Swimming Season)	6 days a week
SRAC1.11	Community Halls and Recreation/ Youth Centres	7 days a week
SRAC1.12	Internet Kiosks within Libraries	6 days a week

## 16 TRANSPORT PLANNING AND PROVISION

This department exists to provide public transport services and management within the City of Ekurhuleni.

TPP1 Licensing Services		
TPP1.1	Providing Registration and Licensing Services	
TPP1.1.1	Registration of vehicles	30 minutes
TPP1.1.2	Renewal of vehicle licenses	10 minutes
TPP1.1.3	Duplicate registration certificate	72 days
TPP1.1.4	Deregistration of vehicles	30 minutes
TPP1.1.5	Status change – errors e.g. Chassis/engine number	24 hours
TPP1.1.6	Tare changes	24 hours
TPP1.2	Providing Special Services	
TPP1.2.1	Bulk registration	24 hours
TPP1.2.2	Speed services – drive through	10 minutes
TPP1.3	Providing a Testing Service for Motor Vehicles and Drivers	
TPP1.3.1	Testing of learner's licenses	1 hour
TPP1.3.2	Testing of driver's licenses	1 hour
TPP1.3.3	Issuing of learner's licenses	5 minutes
TPP1.3.4	Issuing of temporary driver's licenses	5 minutes
TPP1.3.5	Manufacturing of card type driver's licenses	4 weeks
TPP1.3.6	Renewal of card type driver's licenses	45 minutes
TPP1.3.7	Application of professional driving permit (PrDP)	45 minutes
TPP1.3.8	Testing of motor vehicles for roadworthiness	20 minutes
TPP1.3.9	Issuing of a roadworthy certificate	5 minutes
TPP1.3.10	Issuing of instructor certificate	10 minutes
TPP1.4	Satellite Renewal Centre	
TPP1.4.1	Renewal of Card Type driver's license	45 minutes
TPP 2 Municipal Bus Services		
TPP2.1	Scheduled Bus Service	
TPP2.1.1	Peak morning services (Mondays to Fridays)	3 hours
TPP2.1.2	Peak afternoon services (Mondays to Fridays)	5 hours
TPP2.1.3	Selling of cash tickets by driver	15 seconds
TPP2.1.4	Selling of multi journey coupon	3 minutes
TPP2.1.5	Route and timetable enquiry	5 minutes

<b>TPP2.1.6</b>	Tariff enquiry	5 minutes
<b>TPP2.2</b>	<b>Special Bus Services</b>	
<b>TPP2.2.1</b>	Booking of Bus – complete application form	10 minutes
<b>TPP2.2.2</b>	Preparation and issuing of quotation	5 - 30 minutes
<b>TPP2.2.3</b>	Payment and issuing of receipt by Cashier	5 minutes
<b>TPP2.3</b>	<b>Payment Methods</b>	
<b>TPP2.3.1</b>	Cash	Within 15 days
<b>TPP2.3.2</b>	Cheque	Within 15 days
<b>TPP2.3.3</b>	EFT	Within 15 days

## 17 WASTE MANAGEMENT

This department exists to provide the waste services management within the City of Ekurhuleni.

<b>WMS1</b>	<b>Round Collection Refuse Removal</b>	
<b>WMS1.1</b>	Domestic	Once weekly
<b>WMS1.2</b>	Business	1 to 5 times weekly
<b>WMS1.3</b>	Industrial	1 to 5 times weekly
<b>WMS1.4</b>	Bulk(skip bins) container services	1 to 5 times weekly
<b>WMS1.5</b>	Business and industry	Per agreement
<b>WMS1.6</b>	Communal collection points	Once weekly
<b>WMS1.7</b>	Adhoc	On request, 3 days bin standing time.

## 18 WATER AND SANITATION

This department exists to provide and manage water and sanitation services within the City of Ekurhuleni.

<b>WS1</b>	<b>Metering</b>	
<b>WS1.1</b>	No Water	24 hours
<b>WS1.2</b>	Low Pressure (meter related)	24 hours
<b>WS1.3</b>	Meter Leak	24 hours
<b>WS1.4</b>	Disconnections, Reconections and Restrictions	48 hours
<b>WS1.5</b>	Meter Stolen resulting in no water or meter leak	48 hours
<b>WS1.6</b>	Bees in Meter	48 hours
<b>WS1.7</b>	Meter Stuck / Covered / Damaged	120 hours
<b>WS1.8</b>	Report illegal connection	24 hours
<b>WS2</b>	<b>Restoration of Supply after Unplanned Interruptions</b>	
<b>WS2.1</b>	Response to and resolution of water complaints	24 hours
<b>WS2.2</b>	Response to and resolution of sewer complaints	24 hours
<b>WS2.3</b>	Collapsed sewer pipeline	Customer to be informed within 24 hours – restoration is dependent upon the construction work required.
<b>WS3</b>	<b>Water Quality Management</b>	
<b>WS3.1</b>	Complaints regarding drinking water quality	2 hours #
<b>WS3.2</b>	Low Pressure Complaints: Business And Industrial	6 hours
<b>WS3.3</b>	Low Pressure Complaints: Residential	24 hours
<b>WS3.4</b>	Water Pollution	2 hours
<b>WS3.5</b>	Water Quality Complaint	2 hours
<b>WS3.6</b>	Dirty Smelly Water	48 hours
<b>WS4</b>	<b>Network Faults</b>	
<b>WS4.1</b>	Urgent Water Pipe Bursts	2 hours
<b>WS5</b>	<b>Operations</b>	
<b>WS5.1</b>	Faulty Water Hydrant	120 hours
<b>WS5.2</b>	Meter Dial Problem	120 hours

<b>WS5.3</b>	Water Pressure Fault	168 hours
<b>WS5.4</b>	Water/ Sewer Leakage	48 hours
<b>WS5.5</b>	Sewer overflow	2 hours
<b>WS5.6</b>	Reinstatements	240 hours
<b>WS5.7</b>	Construct Water Meter Test	120 hours after payments
<b>WS5.8</b>	General Water Outage	48 hours
<b>WS5.9</b>	Burst Water Pipe	48 hours
<b>WS5.10</b>	Spillage clean up	48 hours

## 18.1 Customer Responsibility

Our customers must undertake to:

- Pay for the services received in full by the due date, as displayed on their bill;
- Report tampering and not illegally tamper with municipal water systems;
- Maintain pipes and fittings on their side of the water meter;
- Report all water leaks and sewer blockages on the municipal side to the numbers indicated;
- Ensure the water meter on their property is easily accessible, and
- Use water wisely to help conserve this precious resource.

## 19 ERWAT SERVICE STANDARDS

In Providing Wastewater Treatment Services		
<b>ERW1</b>	Responding to odour / smell complaints	24 hours
<b>ERW2</b>	Responding to burst / blocked outfall sewer complaint	24 hours
<b>ERW3</b>	Responding to sewer spillage (river pollution)	24 hours
<b>ERW4</b>	Responding to sludge spillage complaint	24 hours
<b>ERW5</b>	Providing respond to new sewerage connection queries	Within 1 month
<b>ERW6</b>	Responding to complaint: missing manhole covers on outfall sewer lines	24 hours
<b>ERW7</b>	Responding to pump station odours	24 hours
<b>ERW8</b>	Responding to pump station overflow	24 hours
<b>ERW9</b>	Upgrading of treatment plants with capacity constraints	Subject to budget allocations

## 19.1 Customer Responsibility

Our customers must undertake to:

- Report Vandalism of the Outfall sewers;
- Report Blockages on the Outfall sewers;
- Report theft of manhole covers, and
- Report illegal dumping in the sewer lines.